

**Addendum #**  
**Infrastructure Services**  
**Electronic Mailbox Services**  
**Effective (date)**

## Purpose

The Iowa Department of Administrative Services (DAS) will provide Electronic Mailbox Services to [Agency] ("Agency") for office communication, collaboration, and correspondence activities. This Service Level Agreement will document the service components, service level objectives, and responsibilities of DAS and Agency.

## Service

<b>Electronic Mailbox Service</b>	The DAS Electronic Mailbox Service provides Agency with the following functions:
<b>Comprised of:</b>	<ul style="list-style-type: none"><li>▪ Scan and filter incoming and outgoing messages for SPAM and Malware.</li><li>▪ Quarantine messages and allow self-service retrieval.</li><li>▪ Provide heterogeneous layers of defense to improve probability of successful filtering.</li><li>▪ Allow customized rule sets for enhanced or specialized filtering needs.</li><li>▪ Send and receive messages with or without attachments in compliance with Agency and State of Iowa electronic communication policies.</li><li>▪ Store and retrieve messages with or without attachments.</li><li>▪ Maintain contacts and schedules (calendar) including free/busy data, schedule meetings, schedule resources, and maintain up-to-date tasks.</li><li>▪ Access Exchange Mailbox Service functions through a World Wide Web interface.</li><li>▪ Maintain a pristine record of Agency sent and received e-mail for a defined period of time.</li><li>▪ Archive older e-mail messages in vaulted mailboxes.</li><li>▪ Discover e-mail records meeting given search criteria in compliance with Iowa Public Records Law (Iowa Code Ch. 22), Agency Investigations, and other legal requests for data.</li><li>▪ Backup Exchange Mailbox e-mail data to media that is stored offsite in the event of a disaster.</li><li>▪ Replicate data to secondary data center for use in the event of a disaster.</li></ul>
E-Mail SPAM Filtering	
Webmail	
Exchange Mailbox	
Enterprise Vault	

## Agency Organization & Scale

<b>Mailbox Count</b>	[Range of mailboxes]
<b>Physical Location of Users</b>	[Provide addresses of major agency sites and number of users at each location. If users work remotely, please note here.]
<b>Agency Network Connectivity</b>	Agency WAN Link availability as guaranteed by Network Service Provider (if no guarantee provided, list N/A) [Site Location 1] [Link Speed] [Provider] 0.00%

**Agency  
Regular  
Hours**

[State Agency Regular Business Hours]

**Agency  
Scheduled  
Maintenance**

[Describe standard maintenance windows observed by Agency]

## Service Level Objectives

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**DAS Regular  
Business  
Hours**

**Monday** through **Friday 7:00 AM to 5:00 PM** daily, excluding recognized state holidays.

**Scheduled  
Maintenance**

Every Sunday from **3:00 AM** until **6:00 AM** is reserved for DAS enterprise maintenance, with overflow maintenance time scheduled as needed on Sundays from 12:00 AM (midnight) to 3:00 AM. Maintenance that does not affect end user's utilization of the messaging system may be completed at other times of the day/week.

DAS will provide notice fifteen business days prior to scheduled major system maintenance [offline database defrags] or upgrades [migrations to new platforms] that may require outages exceeding the scheduled and overflow windows described here. Such maintenance is not routine and all reasonable efforts will be made to schedule a date and time for the outage that limits interruption to Agency business.

All maintenance activity will be scheduled and approved by the DAS Change Advisory Board.

**Notifications**

Notifications regarding scheduled maintenance and approved changes that impact the availability of messaging services for Agency will be issued via e-mail list server to subscribed Agency contacts. The Agency Service Contacts given in this document will be auto-subscribed to the notification list.

Agency Service Contacts are responsible for reviewing DAS notifications and relaying notification information to users in compliance with Agency processes and policy unless otherwise noted here.

In the event of a service failure that precludes the use of e-mail communications, DAS will contact Agency Service Contacts via phone numbers provided.

[Indicate if Agency wishes DAS to send all change and maintenance notifications to all Agency end users]

Agency will receive a minimum of **two business days** advanced notice regarding all routine changes and regularly scheduled maintenance.

**Availability Objectives****During DAS Regular Business Hours:**

As measured by DAS and monitored from DAS networks

<u>Component availability and operability status</u>	<u>Objective</u>
DAS Messaging Servers	99.8%
DAS SAN Infrastructure	99.8%
DAS Campus/JFHQ LAN Infrastructure	99.8%

**Outside regular business hours:**

As measured by DAS and monitored from DAS networks, excluding reserved maintenance windows

<u>Component availability and operability status</u>	<u>Objective</u>
DAS Messaging Servers	98.0%
DAS SAN Infrastructure	98.0%
DAS Campus/JFHQ LAN Infrastructure	98.0%

The availability of the messaging services will be measured by DAS, from monitors on DAS networks. These metrics will be reviewed at least monthly by DAS. Monthly availability reports tracking the objectives described here will be provided to the Agency for review and analysis. Incidents that impacted availability of e-mail services will be documented and included as part of each monthly report, if known by DAS.

**Measurement**

Agencies that experience availability at lower levels than reported monthly by DAS may conduct a Detailed Availability Assessment in cooperation with DAS. The Detailed Availability Assessment may include the installation of temporary or permanent monitors at Agency locations at Agency expense. Agency and DAS will jointly assess the results of additional monitoring to produce a report on the sources of availability problems reported by Agency and remediation strategies.

**Addressing Availability Problems**

Service availability problems resulting from Agency WAN Link providers, Agency-operated Desktop or Laptop PC's, Agency-operated LAN's, and other non-DAS-operated components are not the responsibility of DAS.

**Recovery Time Objectives**

The DAS support team will operate with the following objectives in the event of a service failure or other problem:

**During DAS Regular Business Hours:**

<u>Action from related support team / component</u>	<u>Objective</u>
<b>All DAS Server roles</b>	
Time to Accept Service Request	1 hour
Problem Recovery Time	8 hours
<b>DAS SAN Infrastructure</b>	
Time to Accept Service Request	1 hour
Problem Recovery Time	8 hours

### **DAS Campus/JFHQ LAN Infrastructure**

Time to Accept Service Request	1 hour
Problem Recovery Time	8 hours

### **DAS ICN-Provided WAN Link**

Established Time to Register Incident with ICN	1 hour
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### **Escalation Procedures**

In the event of a service failure identified by DAS or Agency that impacts the majority of agency users or exceeds recovery time objectives, DAS will convene an incident response team comprised of an Agency delegate, a DAS incident coordinator, and members of DAS server, network, storage, and security teams. The incident response team will have ownership of the problem and will be granted the authority to coordinate and deploy resources necessary to resolve the incident. The designated incident coordinated will be responsible for documenting action steps and producing an after-action incident report that describes the incident and recommends next steps to prevent a reoccurrence.

### **Performance**

Performance from a client perspective will vary based on a number of factors. The DAS support team will operate with the following performance objectives for the Electronic Mailbox Service, to be measured by DAS from DAS networks via a MAPI client connection. Customers that

	<b>Objective</b>	<b>Maximum</b>
▪ Opening an e-mail in user's Exchange mailbox (1 MB or smaller)	5 seconds	30 seconds
▪ Opening an e-mail attachment in user's Exchange mailbox (1 MB or smaller)	15 seconds	60 seconds
▪ Opening an e-mail stored in the Enterprise Vault (1 MB or smaller)	15 seconds	1 minute
▪ Opening an e-mail attachment stored in Enterprise Vault (1 MB or smaller)	30 seconds	2 minutes
▪ Delivery and Receipt of Electronic messages to and from users hosted on DAS Electronic Mailbox Service (1 MB or smaller)	30 seconds	2 minutes
▪ Delivery and Receipt of Electronic messages to and from users hosted not hosted on DAS Electronic Mailbox Service (any size)	<b>None</b>	<b>None</b>

No service transaction performance guarantees are provided to users who exceed **5000** messages in any one of the following Outlook folders: Inbox, Sent Items, Deleted Items

### **Contingency Planning**

In the case of a declared disaster at the primary site, electronic mail services **will** be restored to the disaster recovery site. In the absence of a declared disaster, the server may be recovered at the primary data center:

Primary Data Center For Agency Mail Hoover

Disaster Recovery Data Center For Agency Mail JFHQ

[If Agency e-mail data is divided between sites – indicate here]

### **Recovery Point Objectives**

In the event of a disaster, it is feasible that e-mails in transit, not written to the disaster recovery site may be lost. Loss of e-mails transmitted up to 15 minutes prior to the disaster incident is acceptable.

### **Backup & Recovery**

#### **Exchange**

For Primary Disaster Recovery purposes all production data is replicated real time to a dedicated Exchange Disaster Recover Mailbox Server in the opposite datacenter.

For Secondary Disaster Recovery purposes all production data on each exchange mailbox server is backed up nightly. Backups are done to the opposite datacenter ensuring every backup is off-site. The following backup configuration is established for Agency e-mail data:

#### **Backup Requirement**

#### **Timeframe**

Daily Incremental Backup Window

10 pm to 2 am  
Mon-Sat

Weekly Full Backup Window

10 pm to 6am  
Sun

Number of days back a restore can be performed.

30 days

#### **Enterprise Vault**

For Primary Disaster Recovery purposes all production data is replicated to DR Volumes attached to a production Vault Server in the opposite datacenter.

For Secondary Disaster Recovery purposes Backups will be performed each night on each enterprise vault journaling and mailbox archiving server. Backups are done to the same datacenter as the vault server. The following backup configuration is established for Agency e-mail data:

#### **Backup Requirement**

#### **Timeframe**

Daily Incremental Backup Window

10 pm to 6 am daily

Number of days a file is available for restore once it is deleted from the vault server.

365 days

**Support  
Prerequisites**

In order for Agency to use the Electronic Mailbox service, the following requirements must be met.

- All client licensing including Microsoft CAL and Symantec CAL units must be owned by the Agency in sufficient quantities with support and upgrade agreements maintained by the Agency in good standing.
- Users must use a DAS certified e-mail client.
- Users must meet minimum PC requirements established for DAS certified e-mail client
- Remote agencies sites must operate with a circuit linking the end user's LAN to DAS networks with sufficient available bandwidth.
- Users must follow applicable rules for confidentiality and security of data. Ensuring compliance with applicable rules for e-mail use is the responsibility of Agency.
- The Agency Active Directory infrastructure must be configured in accordance with State Government Enterprise IT Standard S-003-001 as certified by DAS.

**Limitations**

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**Capacity**

- The largest message supported by the Electronic Mailbox Service is 20mb - allowed at the gateway to be sent to external users.  
80mb - allowed in Exchange to be sent to internal users

**Functionality**

The following functionalities are **not** supported by the Electronic Mailbox Service at the present time

- Personal Address Books (PAB) or Personal Distribution Lists (Contacts in the mailbox ARE supported and users can setup distribution lists in their contact area of their mailbox).
- Personal Folders (.pst) and archives, including delivery of mail directly to Personal Folders instead of the inbox (Enterprise Mailbox Vaulting is the supported method).
- Replicated Mailbox folders (cached mode is recommended and provides this offline function).
- Desktop mail clients other than version of Outlook certified by DAS.

**Hardware**

- Only Exchange Servers running on owned and managed hardware are supported.

**Handheld  
Devices**

- Use of handheld devices is supported for Agency users with permission to access DAS Electronic Mailbox Webmail services. Compliance with State Government Enterprise IT Standard S-012-009 Mobile Device Security is mandated. Wireless Blackberry service is available for an additional monthly fee. DAS provides no performance/functionality guarantee or support for mobile devices (excluding wireless Blackberry devices provided as part of the DAS Blackberry Service).

## Agency Specific Configurations

<b>E-Mail Storage and Retention</b>	Vault Journal Retention Period	6 months
	Exchange Mailbox Quota Size	unlimited

<b>SPAM Filtering</b>	Profanity Filtering	disabled
	Describe specialized agency business requirements that could be impacted by common filter categories (i.e. gambling, sex, drugs).	
	[Document known requirements here]	

<b>Mailbox Creation &amp; Deletion</b>	<b>Describe Mailbox Creation &amp; Deletion Process</b>	
	[Describe Process Upon Employee Arrival]	
	Exchange Mailbox Action Upon User Departure	Vault & Delete Immediately
	<i>E-Mail sent or received by departed users remains in the Vault journal until retention period is met</i>	

## Supported Tasks

<b>Task Details</b>	DAS will provide routine support for problems and incidents related to e-mail services at no additional costs to the Agency. The following tasks will also be completed upon customer request. Some are included at no cost and other are billable as described below:	
	<b>Task:</b>	<b>Add/changes rules in the E-Mail SPAM Filtering Service</b>
	<b>To request:</b>	Submit a request to the DAS Service Desk including rule requested. The DAS Service Desk will submit a service request for processing.
	<b>Completion Norm:</b>	16 regular business hours
	<b>Charge:</b>	Included in service charge
	<b>Task:</b>	<b>Perform Enterprise Vault Search</b>
	<b>To request:</b>	Submit a request to the DAS Service Desk including search terms requested. The DAS Service Desk will submit a service request for processing
	<b>Completion Norm:</b>	24 regular business hours
	<b>Charge:</b>	Included in service charge
	<b>Task:</b>	<b>Add/Delete Mailbox</b>
	<b>To request:</b>	Follow process described in Mailbox Creation/Deletion section of this document
	<b>Completion Norm:</b>	16 regular business hours
	<b>Charge:</b>	Included in service charge
	<b>Task:</b>	<b>Recover a user's mailbox from tape</b>
	<b>To request:</b>	Follow process described in Mailbox Creation/Deletion section of this document
	<b>Completion Norm:</b>	8 to 16 regular business hours
	<b>Charge:</b>	Billable hourly at DAS-ITE Published Consulting Rates

## Billing

### ***Charges***

It is mutually understood and agreed that the rates charged by DAS-ITE under this Addendum will be the published rate in effect at the time of service delivery. The rates quoted herein reflect the rates in effect at the time of document execution.

The pricing associated with the Electronic Mailbox Service is posted at <http://edas.iowa.gov>. Based on FY11 rates, beginning [Date], Agency will be billed for the following services. Quantities are variable depending on utilization. Please check with service contacts listed above for up to date quantity estimates:

## Evaluation

### ***Frequency***

The service level agreements based on this catalog item will be reviewed annually.

Agency will notify DAS of any updates or changes to the documented configurations and Agency information detailed here as those changes occur.

## Service & Billing Contacts

### 1. Service Contacts

DAS	Matt Behrens	515-281-0768
Agency		

### 2. Billing Contacts

Agency Billing Code:		
DAS	Jeannie Adams	515-281-4065
Agency		

Please indicate after hours contact information:

## Customer Acceptance

Agency

Iowa Department of Administrative Services Information  
Technology Enterprise

By: \_\_\_\_\_

By: \_\_\_\_\_  
Lorrie Tritch

Title:

Title: Interim Chief Operating Officer

Date: \_\_\_\_\_

Date: \_\_\_\_\_